



ENVIRONMENTAL MANAGEMENT PROGRAM REFUSE DISPOSAL DIVISION



Fee Booth

Process Map Number(s): FB-1.0

Background/Purpose: This project was developed to increase efficiency and reduce costs associated with Fee Booth operations and increase customer satisfaction. There is also an environmental benefit associated with the reduction in fuel consumption and emissions released due to traffic delays.

Objective: Positive Impact (Continuous Improvement)

Related Significant Aspects: Fuel Consumption, Exhaust Emissions (All Customers)

Target: Complete Ticketless Transaction for Commercial Haulers Pilot Project and implement other waste haulers as soon as possible thereafter.

Target Completion Date(s): May 12, 2001 for Waste Management of CA. Other waste haulers by May 2002.

Action Plan: Complete Waste Management of CA Pilot Project and initiate full implementation, install bar-code guns in fee booths and bring City Forces and Waste Management Trucks on-line, look at potential for implementation of other private haulers.

Responsible Person(s): Fiscal Services Manager

Resources Required: Pilot Program was budgeted prior to EMS implementation. There will be no immediate costs associated with expanding Pilot Program.

Environmental Performance Indicator(s): Pilot Project Results, Number of additional haulers brought on line

Comments (including other expected benefits or cost savings): Reduced transaction time equates to increased customer satisfaction, reduces traffic congestion, and decreases fuel consumption for all customers. Ticketless transactions also eliminates the use of paper receipts.

Baseline Data: Baseline data was derived from transaction time survey conducted in year 2000. Combined transactions for City and Waste Management packer's average 279 transactions per day. This process saves approximately 46 seconds per transaction, which equates to 3.5 hours per day times 361 days totaling 1,263.5 hours saved annually. Based on Caterpillar diesel truck engines (3306, 3176, 3406) 1,263.5 hours at idle equates to 9 tons of CO₂ and 0.1 tons of NO_x reductions at the Fee Booth.

Approved by: Bijan Zayer
Mark zu Hone

Fiscal Services Manager
Environmental Management Representative

See EMP Schedule on back

EMP Schedule					
Step	Action Items	Responsibilities	Role	Schedule	Resources Required
1	Install Bar-Code guns and hardware	Bijan Zayer Nadar Tirandazi	Lead Support	4/29/01	Bar-Code Guns and hardware
2	Complete Waste Management Pilot Project	Bijan Zayer	Lead	5/12/01	Budgeted FY01
3	City Trucks on-line for bar codes	Bijan Zayer	Lead	5/01/01	Budgeted FY01
4	Waste Mgt. on line for bar codes	Bijan Zayer	Lead	5/06/01	Budgeted FY01
5	Notify other waste haulers of Pilot results. (If successful)	Bijan Zayer	Lead	5/30/01	N/A
6	Implement program with remaining waste haulers	Bijan Zayer	Lead	9/30/01	N/A